

## Administrative Team Standard Operating Procedures

**Job Title:** Administrative Secretary (Dianne Davis)

**Job Summary:** Perform administrative duties for the Director and Program Managers of Fleet Operations. General duties include attending meetings to take, transcribe, and distribute minutes, scheduling conferences and meetings, distributing the incoming mail, making travel arrangements, processing reimbursements, processing the state vehicle complaints, processing payroll, handling personnel issues, updating and maintaining the commute database, preparing reports as needed, providing customer service, maintaining the DFO Director's calendar by scheduling appointments, screening in-coming calls to the Director's Office, and composing correspondence as directed by the DFO Director.

### Tasks and Responsibilities – Daily (D), Weekly (W), Monthly (M), Yearly (Y), and as Needed (AN)

- **Review Director and Deputy Director's schedules from Groupwise calendars.** (D)
- **Check personal e-mail on a daily basis, return messages, etc.** (D)
- **Distribute incoming mail.** (D)
- **Fax machine** – check regularly for faxes and distribute in mail slots. (D)
- **Distribute Payroll.** Every other Friday the Administrative Secretary picks up the checks from Payroll and distributes them to the employees through the Program Managers. (Bi-weekly)
- **The State vehicle complaint and accident report is sent to the Public Information Officer in DAS** (currently, Vicky Shoenfield). A copy of the report also needs to be sent to the DAS Deputy Director (currently, Dave Fletcher), the DFO Director, and the DFO Deputy Director. A copy also needs to be filed in the vehicle complaint and accident reports manual. (M)
- **A running total of travel expenses to date by Fiscal Year is and sent to the DFO Director and the DAS Deputy Director** (currently, Dave Fletcher). (M)
- **Prepare for and attend the DFO incentive committee meetings.** Preparations for the meeting include scheduling the room and preparing the committee log report amounts. (M)
- **Account for petty cash once a month.** (M)
- **Update and maintain the commute database.** (AN)
- **Handle any personnel issues for the Division including birthday and sympathy cards.** (AN)

### Regularly Scheduled Meetings

To reserve a room in the State Office Building, call DFCM at 538-3018. To reserve a room at the Capitol, call 538-8125.

- DFO staff meetings are held on the 2nd and 4th Wednesday of each month, unless the Director advises differently. The Administrative Secretary should send an e-mail meeting notice to all DFO involved employees

if the Director has not already done so. Minutes should be taken at the meetings, transcribed, forwarded to the Director for approval and then sent to meeting attendees.

- **Motor Vehicle Review Committee (MVRC) Meetings.** The Administrative Secretary is responsible to take and transcribe minutes from the meeting. A copy of the minutes is given to the Director and Deputy Director for approval. A copy of the minutes is kept in the MVRC Manual by date. **If a meeting is cancelled, call DFCM to cancel room reservation.**

### **Important processes I am responsible for or part of?**

- **State Vehicle Complaint Notification Process** (See the attached flowchart “State Vehicle Complaint Process”)

When a person calls complaining about misuse of a state vehicle, use the complaint form asking all pertinent information regarding the incident, making sure to get the license plate number. To determine who owns or leases the state vehicle, information can be accessed from Fleet Anywhere. Entering information into the Complaint Database will automatically assign the complaint a number. Initiate a letter by opening Word and pulling in the complaint letter from F:\Users\ddavis\Complaint Letter. Sign onto Oracle (password FAGUEST). Hit the merge button, proof the document, and print. Give to completed letter to the DFO Director for a signature. Send the original to the Director of the person complained against, a copy to DAS Deputy Director, and keep a copy in the “Complaints in Progress” file. The same process is used for tickets received by state drivers.

When a complaint response is received the Administrative Secretary should refer to “Complaints in Progress” (or “Tickets”) file. Pull the copy using the assigned number. Access the database and enter the response. Close the complaint. File in the Complaint Manual. Monthly/quarterly complaint reports are submitted to Vicki Schoenfeld in the DAS Executive Directors Office. In addition, a copy should be given to Dave Fletcher, Margaret Chambers and Steve Saltzgeber. The originals should be filed in the “Complaint Reports” manual.

- **Personnel Files**

All personnel files are kept undated, in alphabetical order. Annual Performance Plans and Evaluations are to be kept in personnel file with the most current evaluation on top. Original signed plan(s) go to the DAS HR Analyst (currently, Kerri Adams). Keep copies of all personnel transactions, mailing original documents to appropriate party. Follow up in SmartStream to make sure changes are made. If changes are not made in a timely call the designated employee in the Department of Human Resource Management. (This includes address changes, etc.) Personnel files are kept locked at all times. No one is to take any personnel file, unless the DFO Director has given prior approval.

ASA’s or changes that affect position and salary must have current Executive Director’s approval before entering into SmartStream. Follow up within 2 weeks to make sure change has been made. If changes are not made, follow up with Kerri Adams or Chuck Butler. Terminated employees files go to Kerri Adams. Files for employees transferring to another agency within State Government should also be sent to Kerri Adams.

- **New Hires - Orientation**

If is the responsibility of the secretary to enter all new hire information into SmartStream. The original insurance forms and 401(k) information should be sent to Utah Retirement Systems. The original W-4 with a copy of the social security card and drivers license is sent to Finance-Payroll (currently Jeanette). A copy of the I-9, W-4, social security card and drivers license are sent to Kerri Adams (DHRM). A copy of the new hire’s resume and offer letter should also be sent to Kerri with the original FLSA Agreement. (Make a copy for the personnel file).

A note of probation period should be made by the Administrative Secretary and the Manager should be notified one month prior to end of probation. After probation ends, a performance review needs to be completed along with a performance plan. In some cases, an ASI is given to the employee if they deserve it. The ASI must have executive directors approval.

- **Temporary Employees**

All temporary employees are hired on as an AJ/AL status. Using SmartStream, temps are entered into the system. Send original W-4 with a copy of social security card and drivers license to Jeanette in Finance-Payroll. Make copies for personnel file. Manila folders are used for temps and they are stored in front of the other personnel files.

- **Payroll Processing**

Each program manager is responsible for approving and signing the timesheets and submitting to secretary on a timely basis. Once the Administrative Secretary has gathered all the timesheets the information is entered into the payroll system (watch for "On the Spot Incentives", or other incentive certificates). After payroll is entered, run reports for time and attendance.

The DFO Director approves and signs all Managers timesheets. The DFO Director also approves incentive awards. Incentive Committee awards should be entered into the incentive awards database (A copy of all incentive awards go into the employee's personnel file).

The Administrative Secretary can pick up the time and attendance report from Payroll on the first floor. The timesheets should be evaluated with the report to see if any corrections need to be made and then given to the Budget and Accounting Officer for approval and electronic sign-off.

Using the designated Excel spreadsheet enter the sick leave used by DFO employees (The Administrative Secretary should be tracking the sick leave used on a quarterly basis for incentive awards given out at the end of the calendar year).

The following Wednesday, call Fran Carpenter 538-3120 in Payroll to run the final payroll report. Compare the reports with the timesheets, and give to DFO Director for approval.

On Thursday morning pick up the checks from Disbursements on the first floor. Check off on final payroll report, making sure everyone has a check and a new timesheet. Put checks in window envelopes and seal with tape. Put Surplus, Fuel, and Motor Pool Operations checks and timesheets together in envelopes. Separate into large envelope for delivery to Managers. (Mail those who telecommute or work at different location.) Give Gala Dumas the shuttle team checks and timesheets for distribution. Give Capitol location employees their checks and timesheets on Thursday if they have direct deposit. Give out checks on Friday.

File Final Time Summary and Check Register in separate manuals. Give a copy of the check register report to Margaret Chambers.

- **Direct Deposit**

Employees who would like direct deposit need to complete the Employee Authorization Agreement For Payroll Direct Deposits form (DF21). Once the form has been signed and dated the employee also needs to provide a deposit slip from the financial institution (marked VOID).

Make a copy of the form for the employees personnel file. Send original to Betty Frenchwood 538-3116 in Payroll, Department of Finance. (It usually takes two weeks to process).

- **Travel Related Functions (See the travel process flowchart)**

When a request for **Out of state travel** is received, do the following:

Follow the travel checklist

Contact State Travel 538-3350 to get a quote for airline ticket and rental car (if needed).

Access Informs and complete the request for Out of State Authorization Form FI05. Have the employee review and sign, Program Manager review and sign and DFO Director review and sign. Budget & Accounting must approve the request and then they will issue a control number. The Accounting Manager will print a budget form to go with travel request. (Dave Fletcher must sign the budget form)

After approvals are received, call travel and book flights. Get a copy of the itinerary and send a copy to employee. Registration fees are paid with the purchasing card. (The Administrative Secretary should get a confirmation number for hotel rooms booked).

- **Request for Travel Reimbursements**

After the trip the traveling DFO employee is responsible for provide the Administrative Secretary with original receipts. The Administrative Secretary then fills out Form FI51 B in Informs for out of state travel (Attach the original signed approval and receipts). Have the DFO employee, Program Manager, Budget & Accounting Officer and the DFO Director sign the reimbursement form.

Request a check in the employee reimbursement option in the payroll system. Screen print the payroll screen for submitting to Finance with other information.

Send all original forms and receipts to Travel-Finance. Make copies and file in Travel files by low org. When doing an in-state travel reimbursement, fill out form FI51 A in Informs. Follow the same procedures for and out-of-state travel reimbursement.

- **Education Assistance**

Refer to the "Education Assistance Rules and Procedures" Manual.

Complete the Education Assistance Contract, attaching the original tuition receipt. Have all parties sign and place the original contract in the employees personnel file until course is completed. Upon completion of the class or program the employee must furnish the original receipts for books, etc. and the grade received.

Fill out Form FI 48 in Informs obtaining any necessary signatures. Go into payroll reimbursement system and fill in information. Screen print the form and attach all documents together and file in the employee's personnel file.

- **Security Badges**

When a new employee is hired to work at the State Office Building, they will need a security badge.

The Administrative Secretary should fill out the security badge form. Badges are typically made on Tuesday's at 10:00 AM. Make a copy of the badge form for the personnel file before going over to the basement of the Capitol to have the badge created. (Currently Debbie Topham at 538-3264 makes the badges). Take the new employee over and have the badge made. Get the badge number and enter into the designated Excel spreadsheet.

- **Ordering Business Cards**

With the Director's or Deputy Director's approval employees can order 500 business cards from Business Cards Tomorrow.

Fill out PO Form, Get PO Number, Fax info to "Business Cards Tomorrow." All cards are to be the same format.

- **Interviewing Process**

1. Once the candidates for a job opening are identified by the Director or Program Manager schedule an interview time with all the applicants.
2. The interview times are entered into the daily calendars of the DFO employee involved in the interview.
3. Assemble the materials for each interviewer.
4. Once the applicants for the second interview have been chosen, appointments again need to be made for second interviews. Calendars are again scheduled with the necessary DFO employees to attend the interviews.
5. Once the position is filled, rejection letters are sent to the unsuccessful applicants.

6. A copy of the letters sent out, resumes, and the job announcement are filed.
7. A memo with the original resumes of the applicants who applied for the job opening is sent to Human Resource employees at DAS (Currently, Keri Adams or Chuck Butler). Information in the memo should include the name of the new hire, the beginning wage, the salary range, and the hire.

<b>Quality control reports I run: Daily (D), Weekly (W), Monthly (M), and Yearly (Y)</b>
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- State vehicle complaint and accident report. (M)

<b>Person(s) that backs me up when I am on vacation or sick?</b>
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- Kathryn Anderson (for payroll back-up)